

MEDICAL LABORATORY SUPERVISOR II

This is supervisory and managerial work in directing an eight-hour shift of a large, dynamic laboratory which operates on a 24-hour, seven-day-a-week basis at North Carolina Memorial Hospital; or a small, highly sophisticated laboratory in Division of Health Services, Department of Human Resources institutions, or in the university system. Work in this class also recognizes the administrative and managerial supervision of a large public health laboratory, and the supervisory and managerial work in coordinating the laboratory needs of the UNC-Chapel Hill teaching laboratories. Employees supervise laboratories that vary in dynamics, size, number of employees, complexity, and variety of procedures. Administrative accountability may also vary due to management's delegated authority. Employees are responsible for planning laboratory goals and objectives, organizing daily workflow and manpower resources, projecting and maintaining budgetary allocations, and participating in or being accountable for the personnel functions. In laboratories that are moderately dynamic, employees may supervise the research and development of new procedures and kits; establish and ensure the maintenance of quality control standards, and review any abnormal test results; troubleshoot unusual equipment or procedure malfunctions, and provide an interpretative interface with clinicians. This level of work is distinguished from the medical Laboratory Supervisor I by the larger size and dynamics of the laboratory, variety and technical complexity of procedures, and degree of administrative accountability. Work may include other related work as determined by management. Employees are usually supervised by either a higher level Medical Laboratory Supervisor, Medical Director, or a Health Administrator.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning - Employees develop or participate in the development of laboratory goals and objectives which reflect the medical services provided and ensure they are in concert with the overall organization mission. Employees evaluate the feasibility of new procedures and services as they impact upon existing manpower, space, and resources. Organizational changes, establishment and modification of procedures, and contracted services are discussed with management. Employees in a local health department are more accountable and independent in these functions due to the absence of a technical supervisor.

Organizing and Directing - Employees are responsible for reviewing existing and new methods, and making modifications when applicable. They review the existing workflow and workload, and make changes to enhance the efficiency of the work operation. Employees establish laboratory protocol and work with other medical services and laboratory shifts to coordinate efforts in a systematic manner. Employees in the UNC-Chapel Hill teaching laboratories review and modify various laboratory protocol and organize manpower, equipment, and space to achieve the instructional goals. Any major changes in organizational structure and development of new services are discussed with management.

Budgeting - Employees recommend annual budgetary needs to management based upon an evaluation of new equipment needs and previous utilization. Employees continually review and evaluate new methods, and recommend new instrumentation for the capital equipment budget.

Training - Employees assess the training needs of staff, and recommend formal training when necessary. Employees provide or arrange for on-the-job' training for new and existing staff. Work may require employees to coordinate and evaluate student training with subordinate personnel.

Setting Work Standards - Employees are responsible for work being carried out in accordance with the established methodology, standards, and procedures. They develop procedure manuals for existing techniques and make modifications when the state of the art changes. Employees adhere to well-established test parameters but may make modification depending upon laboratory needs. Employees recommend modifications and new operating procedures and standards as problems arise.

Reviewing work - Employees review on an occasional basis the daily work operations. Daily work problems are screened by lower level medical laboratory staff before employees become involved. Administrative problem solving such as reporting systems and physician interaction is brought to the attention of these employees. Employees usually review any unusual results before they are reported. They review all proficiency test results, quality control records, and new methodological development recommendations.

Counseling and Disciplining - Employees discuss any staff problems with lead workers and/or subordinates, and initiate the appropriate actions set forth by the governing agency. Employees may provide the initial oral and written warning; however, final disciplinary actions are referred to management.

Performing Other Personnel Functions - Employees interview applicants and forward final recommendations to management. They prepare staff evaluations, recommend employees for promotions, and rank staff eligible for merit raises.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work responds to new methods and techniques as reflected in the state of the art of medical technology. Certain technological areas are more dynamic than others due to the developmental nature. Employees are constantly reviewing new test procedures and implementing new techniques. These may change as new accreditation standards change, services are added, and as the work area changes.

Variety of Work Supervised - Employees-direct a laboratory either specializing in non-routine, complex, and in-depth procedures, or directing a laboratory which has a variety of standardized procedures spanning a number of technological areas. The work falls within the realm of medical technology with interrelated knowledges and methodologies.

Number of Employees Responsible For - Eight to fifteen employees.

III. EXTENT OF SUPERVISION RECEIVED: Employees are responsible and accountable for both the quality and quantity of services provided. Work may be reviewed on a weekly basis at established meetings and on an on-going basis through reports and informal exchange. Any organizational changes, service problems, and recommendations are discussed with management.

IV. SPECIAL ADDITIONAL CONSIDERATIONS: Employees may supervise an eight-hour shift; however, employees are usually assigned to work an eight-to-five schedule. Work force is basically stable, and staff may be dispersed to satellite laboratories.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Thorough knowledge of the assigned area of medical technology. Considerable knowledge of the operation of medical laboratory equipment. Considerable knowledge of disease pathophysiology as it relates to laboratory testing. Ability to supervise and conduct management functions. Ability to establish rapport and communicate effectively with staff and medical personnel. Ability to analyze various reports and troubleshoot problem areas. Ability to perform more complex procedures within specialty areas.

Minimum Education and Experience - Bachelor's degree in medical technology, chemistry, or biological science from an appropriately accredited institution and four years of laboratory experience in the assigned area, one of which is in a supervisory capacity; or an equivalent combination of education and experience.